



Dear Employer,

Welcome to Acumen. The OR ICP program has contracted with Acumen to provide employers and employees a way to enter time worked that meets the 21st Century Cures Act requirement for Electronic Visit Verification (EVV). Accounts have been created for you as an employer and for each of your employees (providers) in our system. Attached is your and your employee(s) *Good to Go* letters. These contain important information that you and your employees will use to log in and access Acumen's EVV compliant time keeping system, Direct Care Innovations (DCI). If you do not see log in information for an employee, please contact your Case Manager and let them know Acumen needs a Form 0548 - *Provider Information Form* for that employee. Acumen has provided a start date prior to January 1, 2021 so you and your employee(s)

In addition you are being provided the following:

- Time Entry Schedule displaying the "due by dates" when employee hours are due and must be approved in the system by the employer.
- Instructions for compliant EVV methods approved by the state
- A list of training sessions that provide additional information on how to use DCI.
- FOB Only users-
 - FOB assigned serial number and information
 - FOB Time Log- an example of what could be used to track time

Below are points that are important for employers to understand regarding the EVV system of time keeping and Acumen's services:

- Employers and employees will receive a Username and a Password in order to log into DCI. Please keep this information confidential.
- Acumen has received information regarding an EVV approved method that was determined as a best fit for you and your employee(s) by you and your Case Manager. All time must be entered daily (in real time) for hours worked using that method into the DCI system.
- As an employer or authorized rep, you will be responsible to confirm and approve any employee time by the date specified on the time entry schedule.
- This is a time keeping system only. Acumen will not be managing or paying any payroll through the EVV only program. You will be responsible for paying any taxes, benefits and employee pay as appropriate. If at any time you would like to have Acumen also manage your payroll, we will need to receive a referral for you from your Case Manager.
- Acumen cannot advise on when employees need to clock in or how many hours your employees should or can work. Please consult your Case Manager and the ICP program rules for direction from the state on any related matters.
- Acumen does NOT have your true authorization or rate of pay in our system. The system is ONLY meant to act as an Electronic Visit Verification time capture system. It is your responsibility to monitor the hours your employee(s) work. It is important that you understand Oregon labor law regarding your responsibility to pay for work or services provided by your employee. Please continue to work with your payroll provider or bookkeeper with any questions surrounding payroll.

Our Acumen Customer service support team will be available for any questions you might have following your training. Please reach out to them at (866) 235-4745 for additional questions.

TRAINING RESOURCES

The following Live Webinars are specifically for Oregon ICP participants. These sessions will walk you

and your employees through each step needed to enter and approve time using the EVV method of your choice.

LIVE WEBINARS:

- **MOBILE APP** - This training is offered multiple days and times throughout December and into January. REGISTER AT THE LINK BELOW -
 - <https://www.eventbrite.com/e/oregon-acumen-icp-evv-mobile-app-tickets-131652256443>
 -
- **PHONE/LANDLINE** - This training is offered multiple days and times throughout December and into January. REGISTER AT THE LINK BELOW -
 - <https://www.eventbrite.com/e/oregon-acumen-icp-evv-phonelandline-webinar-tickets-131790818887>
 -
- **FOB** - This training is offered multiple days and times throughout December and into January. REGISTER AT THE LINK BELOW -
 - <https://www.eventbrite.com/e/oregon-acumen-icp-evv-phonelandline-webinar-tickets-131790818887>

For more information, please view the following Training videos. These can be found in the DCI Portal under the “Help ?” icon in the top right of the screen.

Employer Portal Guide:

<https://acumenfiscalagent.zendesk.com/hc/en-us/articles/360034345012-Employer-Portal-Guide>

Employee Portal Guide:

<https://acumenfiscalagent.zendesk.com/hc/en-us/articles/360034344972-Employee-Portal-Guide>

Employee Mobile App Guide:

<https://acumenfiscalagent.zendesk.com/hc/en-us/articles/360034344252-Employee-Mobile-App-Guide>

For questions or assistance contact Acumen Customer Service: 866-235-4745

Welcome Aboard! We look forward to working with you.

The Acumen Team